

ENRICH X FAM HARIMAU MALAYA LIMITED EDITION CARD

FAQ

1. What is Enrich x FAM Harimau Malaysia Limited Edition Card?

Enrich x FAM Harimau Malaysia Limited Edition Card is a privilege card available for purchase that entitles Card holders for specific products and services (Promotion) offered by Enrich Partners.

This Enrich x FAM Harimau Malaysia Limited Edition Card is not an Enrich loyalty card and may not be used to access/ enjoy the Enrich loyalty and **oneworld** benefits/privileges, earning and redemption of Enrich Points.

2. Who is eligible to apply?

The Enrich x FAM Harimau Malaysia Limited Edition Card is offered for purchase to all new Enrich applicants and existing Enrich members.

All Enrich members in Malaysia will be eligible to purchase the Enrich x FAM Harimau Malaysia Limited Edition Card.

3. How and where do I apply for an Enrich x FAM Harimau Malaysia Limited Edition Card?

For new Enrich applicant, you must first enroll as an Enrich member at the [Malaysia Airlines website](#) or [Malaysia Airlines App](#) with promo code **ENRFAM**.

- A Digital Enrich card can be accessed when you log in to your account online at Enrich Online Portal or via Malaysia Airlines app.
- Your Enrich membership number and name will be printed on the Enrich X FAM Harimau Malaysia Card once purchased.

For existing Enrich Blue, Silver, Gold and Platinum members, the Enrich X FAM Harimau Malaysia Card is not a replacement card and no new membership number will be issued. Your existing membership number and name will be printed on the Enrich X FAM Harimau Malaysia Card.

All new and existing Enrich member(s) may apply the Enrich x FAM Harimau Malaysia Limited Edition Card through

- Journify at <https://journifyshop.malaysiaairlines.com>
- Temptations at <https://temptations.malaysiaairlines.com/>
- On-ground activities that will be announced from time to time

4. Is there a membership fee?

The Enrich x FAM Harimau Malaysia Limited Edition Card is available for purchase at a fee. Full payment must be made at point of purchase.

Details	Journify	Temptations	
	RM (Debit/Credit Card)	RM (Debit/Credit Card)	Enrich Points Redemption
Design 1 (Gold Lining)	25	25	2,000
Design 2 (Black)	20	20	1,600



5. What is the validity of the Enrich x FAM Harimau Malaya Limited Edition Card?

The Enrich x FAM Harimau Malaya Limited Edition Card is valid till 31st December 2023 and effective 1st January 2024, Enrich members will not be eligible for any of the card's benefits. Enrich reserves the rights to amend the validity period.

6. When will I receive my Enrich x FAM Harimau Malaya Limited Edition Card?

The Enrich X FAM Harimau Malaya Card purchased will be couriered within 14 business days upon successful application.

- Order is processed within 5 working days. For orders placed on weekends and Public Holiday, it will be processed on the next working day.

Do expect some delays in fulfillment of orders and delivery when there are new procedures and safety policies implemented by the Government which must adhered to as well as during Public Holidays.

7. How many Enrich x FAM Harimau Malaya Limited Edition Card am I allowed to have?

The Enrich x FAM Harimau Malaya Limited Edition Card can be purchased by Enrich member(s) and limited to one (1) purchase only per design and per member or membership number.

8. How do I enjoy the Enrich x FAM Harimau Malaya Limited Edition Card privileges?

Enrich member(s) must present their Enrich x FAM Harimau Malaya Limited Edition Card or provide their Enrich Digital card to Enrich Partners to be eligible for the Promotions offered.

The list of Partners and available promotions can be accessed at www.malaysiaairlines.com/enrich and malaysiaairlines.com/enrichharimaumalaya . The partners may vary, subject to the agreement between the Partners of Enrich.

Enrich Partners are independent contractors. Enrich is not liable for any loss and damages arising from purchase and use of products or services provided by Partners, and assume no liability for any error, omission and inaccuracy in the information provided by the Partners.

9. Can I earn or redeem Enrich Points when I shop at Enrich partners?

This Enrich X FAM Harimau Malaya Card is not an Enrich loyalty card and may not be used to earn and redeem Points and/or to access the Enrich and **oneworld** benefits and privileges. The benefits of the Enrich X FAM Harimau Malaya Card are as below:

- Opportunity to watch Harimau Malaya matches LIVE at selected stadiums through special member-only contest*
- Opportunity to get, purchase, or redeem Harimau Malaya merchandise through special member-only contest and sales at selected official stores.
- Special invitation to selected Enrich X FAM events*
- Exclusive invitation to participate in FAM Grassroots football clinic events*
- Special discounts with selected Enrich partners

** These privileges are subject to change, depending on the latest SOP in response to the COVID-19 situation.*

** Live Match tickets, invitation to Enrich X FAM events and registration for FAM Grassroots football clinic events are subject to availability based on promotional campaigns.*



10. Can I have a supplementary Enrich x FAM Harimau Malaya Limited Edition Card?

The supplementary Enrich x FAM Harimau Malaya Limited Edition card is not available.

11. I decided to cancel my purchase for Enrich x FAM Harimau Malaya Limited Edition Card. Can I request for a refund?

No refund or cancellation will be entertained upon successful application and upon payment received for the purchase of the Enrich x FAM Harimau Malaya Limited Edition Card.

12. I lost my Enrich x FAM Harimau Malaya Limited Edition Card! How do I get a replacement card?

Enrich is not liable for any stolen, loss and damage of your Enrich x FAM Harimau Malaya Limited Edition Card and no replacement will be provided.

Enrich reserves the right to issue a replacement card solely owing to the following circumstances:

- Applicant(s) did not receive the Enrich x FAM Harimau Malaya Limited Edition Card purchased
- Applicant(s) did not receive the Enrich x FAM Harimau Malaya Limited Edition Card as per the chosen design

13. Is my personal data protected by the Personal Data Protection Act (PDPA)?

Yes. We take personal data protection seriously and we comply with all relevant laws and regulations. We do not disclose your personal data to third parties but selected personal data may be shared with pre-approved entities participating in and/or who are providing services as part of the Enrich x FAM Harimau Malaya Limited Edition Card programme.

14. I do not receive any SMS notifications or emails from Enrich on Enrich x FAM Harimau Malaya Limited Edition Card privileges. Why?

To receive Marketing communication from Enrich, please log in to Enrich Online at enrich.malaysiaairlines.com , update your mobile number and mailing address plus check your Update Profile is set-up with consent to receive emails from Enrich. Kindly email to enrich@malaysiaairlines.com to update your email address.

15. Where should I direct my feedback and enquiries on Enrich x FAM Harimau Malaya Limited Edition Card?

Enrich member(s) may email enrich@malaysiaairlines.com for any **queries regarding the benefits and delivery status** of this Enrich x FAM Harimau Malaya Limited Edition Card.

For any **queries or issues related to payment** when purchasing Enrich x FAM Harimau Malaya Limited Edition Card

- **Journify**, please email to , journifysupport@malaysiaairlines.com , Monday to Friday from 9.30am to 5.30pm.
- **Temptations**, please email to Mhtemptations@3sixtydutyfree.store , Monday to Friday from 9.30am to 5.30pm.

